



# Get My Payment Frequently Asked Questions

## 2021 Economic Impact Payment Information Available on Get My Payment



You can now check the status of your 2021 Economic Impact Payment in the Get My Payment tool.

All first and second Economic Impact Payments have been sent and will no longer appear in Get My Payment. If you didn't get a first or second payment or got less than the full amounts, you may qualify for the 2020 Recovery Rebate Credit and must file a 2020 tax return even if you don't normally file.

The following questions are regarding the Get My Payment application.

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## Using Get My Payment

### ⊖ Why can't I access Get My Payment? (added March 13, 2021)

To use Get My Payment, you must first verify your identity by answering security questions. (See Error Messages/Lockouts for more information if you can't access Get My Payment.)

If your answers don't match our records multiple times, you'll be locked out of Get My Payment for 24 hours for security reasons. If you can't verify your identity, you won't be able to use Get My Payment. Don't contact the IRS for assistance with a lockout; IRS assistors can't unlock your account. For more information, see Error Messages/Lockouts.

If you can't get your payment status because you've been locked out, you must wait 24 hours and try again.

If you verified your identity and received "Payment Status Not Available," this means either we have not processed your payment yet, we do not have enough information to issue you a payment or you are not eligible for a payment.

### ⊖ **I filed jointly with my spouse. Does it matter whose information I use for Get My Payment? (updated December 8, 2020)**

Either spouse can use Get My Payment by providing their own information for the security questions used to verify their identity. Once verified, the same payment status will be shown for both spouses.

### ⊖ **I'm not required to file a tax return. Can I still use Get My Payment to check my payment status? (updated March 13, 2021)**

Eligible federal benefit recipients who do not usually file a tax return will be able to use Get My Payment to check their payment status for their own payment when it's been issued.

If you are eligible for the 2021 Economic Impact Payment and have not filed a 2020 return, you still have time to file so you can provide us with the information needed to issue a payment to you, or a qualifying spouse and any qualifying dependents you may have. See how to File Your Federal Taxes Online for Free.

### ⊖ **I have an Individual Taxpayer Identification Number (ITIN). Can I use Get My Payment? (updated January 15, 2021)**


Yes, you can access Get My Payment using an ITIN.

## **Payment Status**

### ⊖ **What information does Get My Payment display about my Economic Impact Payment? (updated March 13, 2021)**

One of these messages is displayed:

**Payment Status:**

- A payment has been processed, a payment date is available and payment is to be sent either by direct deposit or mail. Note: mail means you may be issued an EIP Card  or a check.

or

- You are eligible, but a payment has not been processed and a payment date is not available.

### **Payment Status Not Available:**

If you get this message, either we have not yet processed your payment, or you are not eligible for a payment. We will continue to send the 2021 Economic Impact Payment to eligible individuals throughout 2021.

### **Need More Information:**

If you get this message, your payment was returned to the IRS because the post office was unable to deliver it.

To have your payment reissued as a direct deposit, you can provide a routing and account number for a:

- Bank account
- Prepaid debit card (must be reloadable; contact the card issuer for information)
- Alternative financial products that have a routing and account number associated with them

If you don't provide account information, we can't reissue your payment until your address is updated. See My address has changed or is incorrect. What can I do to change or correct it to receive my payment?

## **⊖ I expected a direct deposit of my payment. Why are you mailing it to me? (updated February 10, 2021)**

Your payment may have been sent by mail because the bank rejected the deposit. This could happen because the bank information was invalid or the bank account has been closed.

**Note:** You can't change your bank information already on file with the IRS for your first or second Economic Impact Payment. Don't call the IRS, our phone assistants won't be able to change your bank information, either.

## **⊖ What does it mean when Get My Payment says, "Need More Information"? (updated March 13, 2021)**

If you see Need More Information in Get My Payment, it is because your Economic Impact Payment was returned to the IRS because the post office was unable to deliver it. To have your payment reissued as a direct deposit, you can provide a routing and account number for a:

- Bank account
- Prepaid debit card (must be reloadable; contact the card issuer for information)
- Alternative financial products that have a routing and account number associated with them

If you don't provide account information, we can't reissue your payment until your address is updated. See [My address has changed or is incorrect. What can I do to change or correct it to receive my payment?](#)

### ⊖ **Why am I getting "Payment Status Not Available"? (updated March 13, 2021)**

The Get My Payment application will return "Payment Status Not Available" if:

- We haven't yet processed your Economic Impact Payment;
- We don't have enough information to issue you a payment; or
- You aren't eligible for a payment.

The IRS will continue to issue the 2021 Economic Impact Payments throughout 2021. Please check the Get My Payment tool for updates on your payment status.

### ⊖ **Where can I find the amount of my first and second Economic Impact Payments? (updated March 16, 2021)**

The first and second Economic Impact Payments have been sent. The status of the first and second payments will no longer appear in Get My Payment. To find the amounts of these payments, create or view your online account or refer to IRS Notices 1444 and 1444-B, which the IRS mailed after first and second Economic Impact Payments were issued.

Didn't receive a full first or second payment? File a 2020 tax return — even if you aren't required to file — and claim the 2020 Recovery Rebate Credit if you're eligible.

## **Address Information**

### ⊖ **My address has changed or is incorrect. What can I do to change or correct it to receive my payment? (updated March 13, 2021)**

The easiest way to update your address with the IRS is to file your 2020 tax return with your current address, if you haven't already done so. The fastest way to file the return and have your address updated, is to file it electronically.

If your payment can't be delivered to you for any reason, it will be returned to the IRS. To get your payment reissued:

- Set up direct deposit with Get My Payment. After your payment is returned to the IRS, your payment status will update to "Need More Information." You can then choose direct deposit to a:
  - Bank account
  - Prepaid debit card (must be reloadable; contact the card issuer for information)

- Alternative financial products that have a routing and account number associated with them
- Update your address with the IRS. The easiest way is to file your 2020 tax return with your current address, if you haven't already done so. Once we receive your current address, we will reissue your payment.

For other ways to update your address with the IRS, see [How do I notify the IRS my address has changed?](#)

## Missing Payments

### ⊖ **My payment was mailed but the post office was unable to deliver it. What should I do? (updated March 13, 2021)**

Once we receive your payment back, you may be able to provide your bank account information in Get My Payment to have your payment reissued as a direct deposit.

If this is the case, then Get My Payment will show "Need More Information," usually two to three weeks after the payment is issued. At this point, you can enter a routing and account number for your bank account, prepaid debit card or alternative financial product that has a routing and account number associated with it.

If you do not provide account information, your payment will be reissued when we receive an updated address.

If you need to update your address, the easiest way to do it is by filing your 2020 tax return with your current address, if you haven't already done so. The fastest way to file the return and update your address is to file the return electronically. For other ways to update your address with the IRS, see [How do I notify the IRS my address has changed?](#)

## Error Messages/Lockouts

### ⊖ **Get My Payment says, "Please Try Again Later." Why am I locked out? (updated February 10, 2021)**

Your account has been locked for 24 hours. This occurred because:

- Information you entered doesn't match our records – for security reasons we limit each user to 3 failed attempts per 24-hour period; or
- You have already accessed the system the maximum number of times within 24 hours – we limit each user to 5 logins per day to manage system capacity.

The lockout will only release when the 24 hours have passed. Don't contact the IRS for assistance with a lockout: IRS assistors can't unlock your account.

## ⊖ Does Where's My Refund or Online Account provide my Economic Impact Payment information? (updated February 10, 2021)

**Payment status:** Where's My Refund and Online Account will not provide the status of your Economic Impact Payments. Get My Payment is the only option available to get your payment status.

**Payment amounts for filing:** You can check the amounts of your Economic Impact Payments through your online account. This can help you accurately calculate any Recovery Rebate Credit you may be eligible for on your 2020 tax return. The EIP amounts can be found on the Tax Records tab. The amounts will show as "Economic Impact Payment" for the first payment and "Additional Economic Impact Payment" for the second payment. For additional information regarding the credit, see Recovery Rebate Credit.

## ⊖ Why am I receiving an error message when entering my address or tax information? (updated February 10, 2021)

If the information you enter to verify your identity in Get My Payment doesn't match our records, you'll receive an error message. To avoid this:

- Double-check what the application is requesting.
- Make sure what you enter is accurate.
- Try entering your street address in a different way (for example: 123 N Main St instead of 123 North Main St.).
- Use the U.S. Postal Service's ZIP Lookup [↗](#) tool to look up the standard version of your address and enter it into Get My Payment exactly as it appears on file with the Postal Service.

**Note:** If you enter information that doesn't match our records three times within 24 hours, you'll be locked out of Get My Payment for security reasons. You'll be able to access the application again after 24 hours. Don't contact the IRS for assistance with a lockout: IRS assistors can't unlock your account.

## Bank Account Information

### ⊖ Where did the IRS get my bank information? (updated March 16, 2021)

Your bank account information cannot be changed.

The bank account information in Get My Payment came from one of the following sources:

- Your 2020 tax return
- Your 2019 tax return if your 2020 return was not processed when the IRS started issuing payments
- Information you entered on your non-filer registration in 2020
- Information you entered on Get My Payment in 2020
- A federal agency that provides you benefits: This may include the Social Security Administration, Veteran Affairs, or the Railroad Retirement Board.

**⊖ My bank account information has changed or was incorrect. Can I update it using the Get My Payment tool? (updated March 13, 2021)**

If your bank information is invalid or the account has been closed, the bank will return your payment to the IRS and we will mail it to you by check at the address we have on file.

**⊕ What if I don't recognize the bank information shown and I receive SSA, RRB, SSI or VA benefits? (updated March 13, 2021)**

## **EIP Card (Debit Card)**

**⊕ How is the EIP Card sent and how do I identify it? (added March 13, 2021)**

**⊕ I received my last Economic Impact Payment on an EIP Card. Will my next payment be sent to that card? (updated March 16, 2021)**

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